NETWORK MANAGER REPORT

JANUARY 2008

SUBMITTED BY Sloane Wright, General Manager

NETWORK MANAGER REPORT

JANUARY 2008

OVERVIEW

Operations

The New Year is off to a strong start with many applications experiencing increased adoption rates. AI implemented two new applications and completed change management updates for nine additional applications. In addition, the trucking portal for the Alabama Department of Revenue was launched in January and received great publicity from several media outlets. We are focused on making 2008 an excellent year for Alabama e-Government.

Highlights for the month were:

- The Alabama Trucking Portal was launched in January. This website provides a single-source, one-stop portal for truckers in or passing through Alabama. The portal is geared toward providing everything from online payments of trip and fuel permits to safety issues, road rules and regulations and Alabama maps identifying welcome centers, rest areas, emergency road closures and much more.

- The Alabama Department of Revenue Tax Estimation application has processed well over $3 million dollars in taxes during January 2008. This year will be the application's second full tax year in production.

- Alabama Interactive completed a merchant services application for the Alabama Department of Insurance. This application will allow constituents to pay for appointment continuations online.

- The Alabama Board of Professional Engineers and Land Surveyor's Certificate of Authorization application completed its second renewal period in January. With over 1000 renewals online, the application experienced over a 91% increase from last year's renewal period.

- The Alabama Department of Industrial Relations unemployment merchant service application processed over $4 million dollars in statutory fees for the month of January. This was an increase in collections of more than 60 percent over January 2007.

- The Department of Conservation and Natural Resources had an increase of over 71% in their Becoming an Outdoor Woman application from January of 2007. The Becoming and Outdoors Woman is a 3 day workshop aimed at helping women overcome barriers to the outdoors.

- AI completed an update for the Alabama Board of Examiners in Marriage and Family Therapy. This update allows the licensees to print their certificates online once they have renewed.

Marketing

The start of 2008 is the time to begin marketing several services. During the month of January, Alabama Interactive used the services of the call center to send out a blast fax to several hundred banks which have filed UCCs with the Secretary of State. The fax was an effort to drive adoption for the newly launched online filing system and the marketing flier designed by Alabama Interactive was sent on three consecutive days to the recipients.

Alabama Interactive has also begun work on a similar campaign to drive adoption for the Cosmetology License Renewal. The ABOC is the State's second largest licensing board behind ABN with over 40,000 licensees. We look forward to increasing the adoption for this service as it is a year round service with licensees renewing in their birth month.

Alabama Interactive also participated in WSFA's JobLink Job Fair at Eastdale Mall. While we were there looking to fill an open developer position, we also saw it as a good marketing opportunity. We gave out alabama.gov pens and portal brochures and alabama.gov was mentioned on several commercials which aired on WSFA leading up the job fair.

Customer Service

Customer service continued to provide support with assistance via phone and offline emails in January. Alabama Interactive responded to many phone calls to verify charges that constituents forgot about authorizing earlier in the month or in December for their various license renewals or tax payments.

January began the 4th Quarter for many online payments such as Industrial Relations Unemployment Tax Payment and Department of Revenue Tax Estimation and Extension. AI's customer service team worked with constituents to ensure that payments and appropriate information was collected successfully. Alabama Interactive also updated the Subscriber Registration Agreement Application with up to date application requirements. This application is used by Alabama Interactive's subscription services. Alabama Interactive continues to strive to provide the best customer service for our customers.

Development

The AI Dev-Share team had two meetings during the month of January. During the first meeting the team discussed our current project workload, project management tools that we are considering upgrading to, and the incorporation of some Microsoft application development components. The discussion for the second meeting was focused on current trends source code review. The team demoed an application that will help facilitate and simplify the process of source code review called Code Collaborator. Also, the team discussed switching from CVS to Subversion, which would also grant an additional opportunity comb back through all of the databases to self-audit our data encryption strategies.

Completed New Applications for 2008

Agency	Application	Description	Date Completed
Alabama Department of Insurance	Merchant Services	This application will allow for constituents to pay their appointment continuations online.	01/02/2008
Alabama Department of Revenue	Trucking Portal	This website provides a single-source, one-stop portal for truckers in or passing through Alabama.	01/05/2008

Completed Updates for 2008

Agency	Application	Description	Date Completed
Alabama Real Estate Commission	Course Renewals	Update to allow users to view information during non-renewal periods.	01/19/2008
Alabama Real Estate Commission	Menu System	Update to existing menu system.	01/01/2008
Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Updates for Spring 2008	Updates to last year's application.	01/10/2008
Alabama Board of Nursing	Reinstatement	Update to the existing application.	01/07/2008
Alabama Department of Public Health	EMT License Renewal	Update to automate export script.	01/10/2008
Department of Conservation and Natural Resources	Phone Sales	Update to existing print option for phones sales license envelopes.	01/10/2008
Department of Revenue	Business Privilege PSE	Added fiscal year option to existing application.	01/20/2008
Alabama Board of Examiners in Marriage and Family Therapy	Update to renewal application	Update to allow users to reprint their certificates	01/15/2008

In Testing…

Agency	Application	Description	Status	Target Date
Alabama Board of Heating and Air Conditioning Contractors	Exam	Allows users to complete exam for license	This application is in agency testing.	January 2008
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006
Alabama Department of Public Safety	Merchant Web Service	This is a report for the merchant service application.	This application is in agency testing.	TBD
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is on hold by the agency.	April 2006
Alabama Department of Revenue	VIN Check	Allows users to gain limited information on a vehicle prior to a purchase	This application is in agency testing.	December 2007
Alabama Department of Revenue	Abandoned Vehicles Title Search	Allows users to search for abandoned vehicles.	This application is in agency testing.	January 2008

In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Public Health	EMS facility renewals	Allows brick and motor buildings to renew licenses	This application is in development	TBD
Secretary of State	UCC Searches	Application to redact SSN from UCC documents	This application is in development	TBD

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Department of Conservation and Natural Resources	Magazine Update	Allow citizens to pay for licenses, gifts, subscriptions at same time	This application is in the pre-project planning phase	July 2007
Alabama Department of Revenue	PSE Receipt Update	Will place barcodes on all receipts	This application is in the pre-project planning phase	August 2007
Alabama Real Estate Commission	Course Renewals	Allows constituents to complete their course renewals online	This application is in the development phase	February 2008
Alabama Department of Insurance	Merchant Service	Update to add check images for echecks.	This application is in the pre-project planning phase	March 2008
Department of Conservation and Natural Resources	Magazine Extract	Will update format of extract	This application is in the pre-project planning phase	February 2008
Alabama Department of Corrections	Shopping Cart	Allow users to pay for shopping cart items	This application is in development	TBD

SERVICE REQUESTS

N/A

MONTH IN REVIEW

Total January AI Network Transactions	210,961
Average Successful Request per Day:	6,805
Total January alabama.gov Visitors:	339,816
Total January alabama.gov Page Views:	1,171,745
Total January alabama.gov Chats or Offline Messages from Live Help:	936

OPERATIONS & ADMINISTRATION

Alabama Interactive has started the New Year right where we left off. We are excited about all the projects already in the queue for development in 2008. In January, we hired Denver Van Deventer as a Project Manager and Alan Dean as a Graphic Designer. We also hired Jimmie Rogers as an intern Graphic Designer and we are actively interviewing for another Developer. We believe these staff additions will allow us to continue the level of service and number of applications for the State of Alabama in 2008.

OTHER BUSINESS/IN CLOSING

In closing, January was a successful month for the portal with the launch of two services and the continued work on many more. The next few months should see several new application releases and many more updates. We have started the year off right and plan to carry it all the way through to the end.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at sloane@alabamainteractive.org

Respectfully Submitted,

Sloane Wright